



**DEPARTMENT OF SOCIAL SERVICES  
JOB OPPORTUNITY  
INFORMATION TECHNOLOGY MANAGER 1  
INFORMATION TECHNOLOGY DIVISION**

**[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)**

**Open To:** The Public and current state employees

**Location:** 55 Farmington Avenue, Hartford, CT

**Job Posting No:** 117002

**Hours:** 40 Hours per Week

**Salary:** MP-66 \$90,282.00 - \$123,104.00 annually

**Closing Date:** September 29, 2017

**Eligibility Requirement:** This is a noncompetitive classification that **DOES NOT** require candidates to have applied for and passed the IT Manager 1 examination. **EXAMINATION IS NOT REQUIRED. Candidates MUST POSSESS the GENERAL EXPERIENCE to qualify.**

**Preferred candidates will possess the following:**

- Hands on manager/lead responsible for project management of medium to large size application development projects, following project management best practices, and oversight of vendor application development across multiple agencies.
- Extensive knowledge of System Development Life Cycle (SDLC) and Project Management is required.
- Collaborate with internal and external business partners across multiple agencies to document requirements and test plans concentrating on quality and timeliness of delivered products that meet business needs and conforming to SDLC. Interface with the Bureau of Enterprise Systems and Technologies (BEST) teams for infrastructure and data center support.
- Oversight of project requirements and business design sessions.
- Participate and oversight in project Technical Architecture and Detail Design (TAD/TDD) sessions.
- Work with and provide leadership for project QC and testing teams.
- Work closely with business partners, system integrators, and other state agencies.
- Ability to develop, review, and monitor operational procedures.
- Strong customer service focus required. Must have strong Project Management skills.
- Strong written and verbal communication skills.
- Hands on experience documenting business process workflows preferred.
- Experience establishing standards and procedures for a PMO preferred.

**Knowledge, Skills and Abilities:**

Plan and Deploy for Business Results, which includes the ability to develop and implement business plans, IT plans, budget plans, and human resource plans in order to maximize budget allocations, technology, personnel and other resources to achieve agency and program goals.

Lead Change, which includes innovation, the ability to be a creative problem solver and a strategic thinker, and the ability to recognize and develop opportunities to grow and develop information technology services in response to customers and a changing work environment.

Focus on Results and Quality, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, and use strategic planning and performance measurement techniques to continuously improve performance and maintain competitiveness.

Understand Customers and Markets, which includes the ability to establish customer satisfaction and loyalty, forecast and conduct market analyses, keep ahead of industry trends and incorporate "best practices" into information technology operations.

Lead People, including the ability to resolve conflict, communicate effectively, coach and train employees, recognize performance, and foster diversity and teamwork.

Build Coalitions, including the ability to explain and advocate facts and ideas in a convincing manner, to negotiate with individuals and groups internally and externally, to gain cooperation from others, and to identify the internal and external politics that impact the work of the organization.

Business knowledge to include knowledge of the technical, professional, procedural and legal requirements of the specific information technology area.

**General Experience:**

LEVEL 1, 2, 3, and 4: Ten (10) years of experience in computer or network administration, architecture, operations, production control, systems development, information technology analysis and planning.

**Special Experience:**

1. LEVEL 1: Three (3) years of the General Experience must have been in a lead capacity.  
Note: For State Employees, this is interpreted to be at the level of an Information Technology Analyst 3.

**Substitution Allowed:**

1. College training in computer science, management information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.
2. A Master's Degree in computer science, management information systems or a closely related field may be substituted for one (1) additional year of the General Experience.
3. For the Information Technology Manager 1 level only, for State Employees, four (4) years of experience as a Computer Operations Supervisor may be substituted for the Special Experience.

**Special Requirement:**

1. The Information Technology Project Manager is limited to the Department of Administrative Services, Bureau of Enterprise Systems and Technology and Centers of Information Technology Excellence as identified by the statewide Chief Information Officer. Managers functioning in this capacity oversee a portfolio of large, long range or multiple on-going projects. The complexity of the assignment is determined by project scope, risk exposure, span of control, diversity of skill-sets and capabilities as well as the size of project budget and number of team members. They oversee all phases of projects from conception to completion utilizing PMI standards.
2. Incumbents assigned to positions designated to perform Information Technology Project Management may be required to possess Certification as a Project Management Professional (PMP).
3. The Solutions Architect is limited to the Department of Administrative Services, Bureau of Enterprise Systems and Technology and Centers of Information Technology Excellence as identified by the statewide Chief Information Officer. Managers functioning in this capacity oversee all aspects of solution architect projects which includes the development of technology solutions and mapping business requirements to systems and technical requirements ensuring alignment with the enterprise architectural plan.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Instructions:** Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment ([CT-HR-12](#)). Please **e-mail** your completed CT-HR-12, a cover letter and two (2) supervisory reference letters (State employees must submit their two (2) most recent Performance Appraisals and Attendance Records from September 2015 to present instead of references) to:

[HR.DSS@ct.gov](mailto:HR.DSS@ct.gov)

All application materials must be included in ONE attachment and PDF is preferred. Please reference the job posting number on the subject line of the e-mail.

**APPLICATIONS MUST BE RECEIVED BY FRIDAY, September 29, 2017 CLOSE OF BUSINESS**

**Late or incomplete applications will not be considered.**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

***If you are requesting special accommodations under the provisions of the Americans with Disabilities Act (ADA) please contact the Affirmative Action Division at 860 424-5040***